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ADEL F. SAMAAN, M.D.

UNITED STATES DISTRICT COURT
CENTRAL DISTRICT OF CALIFORNIA, WESTERN DIVISION

ADEL F. SAMAAN, M.D., an individual

Plaintiff

vs.

**UNITED HEALTHCARE SERVICES,
INC.; UNITED HEALTHCARE
INSURANCE COMPANY; and Does 1
through 100;**

Defendants

Case No. 2:17-CV-1693

**COMPLAINT FOR RECOVERY
OF BENEFITS UNDER 29 U.S.C. §
1132 (a)(1)(B) AND REASONABLE
ATTORNEY'S FEES AND COSTS
UNDER 29 U.S.C. § 1132 (g)(1)**

Plaintiff, Adel F. Samaan, alleges as follows:

I. JURISDICTION AND VENUE

1. This Court has subject matter jurisdiction over this action pursuant to 28 U.S.C. § 1331 because the action arises under the laws of the United States, and pursuant to 29 U.S.C. § 1132 (e)(1) because the action seeks to enforce rights under the Employee Retirement Income Security Act ("ERISA"). To the extent this action involves rights, duties and obligations of the parties that do not involve ERISA benefits recovery claims, jurisdiction arises pursuant to 28 U.S.C. § 1367 and principles of supplemental jurisdiction, as any such non-ERISA claims are so related to the ERISA claims in the action that they form a part of the same case and

1 controversy under Article III of the United States Constitution.

2 2. This Court is the proper venue for the action pursuant to 28 U.S.C. §
3 1391 (b) because a substantial part of the events or omissions giving rise to the claims
4 alleged herein occurred in this Judicial District, and pursuant to 29 U.S.C. § 1132 (e)
5 (2) because this is the Judicial District where the breaches took place, and because the
6 defendants conduct a substantial amount of business in this Judicial District.

7 **II. THE PARTIES**

8 **A. The Plaintiff**

9 3. Plaintiff Adel F. Samaan, M.D. is an individual doing business as a
10 medical doctor in the County of Los Angeles, State of California. Dr. Samaan's
11 primary area of medical practice is as a surgeon in the field of gynecology.

12 **B. The United Defendants**

13 4. Plaintiff is informed and believes that Defendant UnitedHealthcare
14 Services, Inc. and United Healthcare Insurance Company (hereinafter collectively
15 referred to as "United Defendants" constitute one of the largest health insurance
16 entities in the United states.

17 5. Plaintiff is informed and believes that United Healthcare Services, Inc. is
18 a Minnesota corporation with its corporate headquarter located in Minneapolis,
19 Minnesota, and that this United entity acted as an insurance operating entity within
20 the United family of companies. Plaintiff is informed and believes that this entity is
21 licensed to conduct, and does conduct, insurance operations in California and other
22 states, whether it be under the terms of United Healthcare or some other operating
23 names.

24 6. Plaintiff is informed and believes that Defendant United Healthcare
25 Insurance Company is a Minnesota corporation with its corporate headquarters in
26 Minneapolis, Minnesota, and that this United entity acts as an insurance underwriting
27 entity within the United family of companies. Plaintiff is informed and believes that
28 this entity is licensed to conduct, and does conduct, insurance underwriting in

1 California and other states, whether it be under the name of United Healthcare or
2 some other insurance underwriting entity name.

3 7. The United Defendants serve as the claims administrators and/or the
4 insurance plan underwriters of employee health benefit plans covered by ERISA
5 (hereinafter referred to as “ERISA Plans” or a “Plan” or “Plans”) that provide, among
6 other benefits, reimbursement for medical expenses incurred by individual Plan
7 participants and beneficiaries covered under the Plans. Plaintiff is informed and
8 believes that the United Defendants perform their claims handling services for a
9 multitude of ERISA Plans, some of which are self-funded, and some of which are
10 funded by United Defendants acting in its capacity as the insurance underwriter for
11 the Plan. Dr. Samaan is informed and believes that it is the responsibility of the
12 United Defendants, as the claims administrators for each and all of the ERISA Plans
13 involved in this case, to decide which healthcare benefits claims will be paid under
14 the Plan; how much will be paid; and which benefits claims will not be paid - - and
15 thereafter to pay benefits to claimants such as Dr. Samaan directly out of ERISA Plan
16 assets that are within the unfettered control of the United Defendants in the ordinary
17 course of business. In simple terms, Dr. Samaan alleges on information and belief
18 that it was the United Defendants, and not the ERISA Plans themselves, that had the
19 responsibility and actual control to make benefits determinations for the healthcare
20 services claims of Dr. Samaan that give rise to this benefits recovery action.

21 8. Plaintiff is informed and believes that the United Defendants carry out
22 services and functions as healthcare benefits claim administrators. Acting with
23 respect to members and their dependents insured either under ERISA Plans or insured
24 through insurance otherwise provided by the United Defendants during the period
25 2012 through 2016, the United Defendants reviewed and evaluated Plaintiff’s benefits
26 claims.

27 9. Dr. Samaan does not bring this suit against the ERISA Plans for whom
28 the United Defendants acted as administrator or insurer in connection with Dr.

1 Samaan's claims. Plaintiff is informed and believes that the United Defendants, and
2 not the ERISA Plans, exercised actual control over the determination and payment of
3 benefit claims submitted by Dr. Samaan. Plaintiff is further informed and believes
4 that, with respect to the claims in this action, the United Defendants acted as claim
5 review fiduciaries, either as a third party administrator of a self funded employer-
6 sponsored group health benefit plan, or as an insurer of such an employer-sponsored
7 ERISA Plan.

8 10. As is discussed later in this Complaint, Dr. Samaan alleges and contends
9 that the United Defendants acted in an arbitrary and capricious manner by
10 underpricing, undervaluing, underpaying or entirely failing to pay the benefits claims
11 submitted by Dr. Samaan.

12 **C. The Doe Defendants**

13 11. The true names and capacities of the Defendants sued herein as DOES
14 are unknown to Plaintiff at this time, and Plaintiff therefore sues such Defendants by
15 fictitious names. Plaintiff is informed and believes that the DOES are those
16 individuals, corporations and/or businesses or other entities that are also in some
17 fashion legally responsible for the actions, events and circumstances complained of
18 herein, and may be financially responsible to Plaintiff for services, as alleged herein.
19 The Complaint will be amended to allege the DOES' true names and capacities when
20 they have been ascertained.

21 **III. CORE FACTS UNDERLYING DR. SAMAAAN'S CLAIMS FOR**
22 **PAYMENT**

23 12. Dr. Samaan has provided healthcare services to ERISA Plan members
24 and their dependents on numerous occasions where the subject ERISA Plan is
25 administered and/or underwritten by a United Defendants. For some Plan members
26 and dependents Dr. Samaan has provided healthcare services on more than one
27 occasion.

28 ///

1 13. The healthcare services events which are the subject of benefits claims
2 were carried out in connection with healthcare benefits plans issued or administered
3 by a United Defendants. These ERISA Plans typically have some deductible or copay
4 obligation to be paid by the Plan members and dependents, and typically pay an out-
5 of-network provider such as Dr. Samaan something less than 100% of Dr. Samaan's
6 billing amounts. The deductible and copay requirements, and the percentage payable
7 to an out-of-network provider, are typically set forth in the ERISA Plan documents
8 themselves.

9 14. When Plan members and/or their dependents came to Dr. Samaan for
10 medical services they would present medical insurance cards in the name of "United",
11 and the relevant insurance contact information on each medical insurance card would
12 direct Dr. Samaan to United office locations and telephone numbers.

13 15. As a condition to the provision of services by Plaintiff, each patient was
14 required to sign an agreement assigning his or her ERISA Plan rights and benefits to
15 Plaintiff in their entirety. Each such assignment of benefits would provide for
16 Plaintiff to be paid directly for the services provided to the patient, and Plaintiff has
17 received a written assignment of benefits in connection with every outstanding
18 benefits claim event at issue in this action. The assignment agreement would
19 designate Plaintiff in such manner that Plaintiff would stand in the shoes of the
20 members/patients to seek, claim and obtain anything that the member/patient would
21 have been entitled to receive under the applicable healthcare coverage administered
22 and/or underwritten by the United Defendants. A true and correct copy of Dr.
23 Samaan's assignment agreement is attached hereto as Exhibit A.

24 16. For each claim event at issue in this case, Dr. Samaan's custom and
25 practice was to contact a United entity representative by telephone for benefit
26 eligibility confirmation and member coverage verification prior to performing any
27 healthcare services. The regular practice was that Dr. Samaan's office personnel and
28 the United representative would discuss the proposed surgery event by telephone in

1 advance of the services being performed, and in each such telephone communication
2 the United entity representative would advise Dr. Samaan's representative that
3 coverage existed for the patient and that benefits were properly payable to Dr.
4 Samaan as an "out-of-network" provider. The following sets forth in summary form
5 the substance of the telephonic communications between Dr. Samaan's representative
6 and the United entity representative which occurred prior to services being performed
7 in connection with Dr. Samaan's claims asserted in this case.

- 8 (a) For each claim event, Dr. Samaan's representative would call the United
9 claim office on the United toll free line set forth on the member
10 identification card presented by the patient.
- 11 (b) The answering party would identify himself or herself as a representative
12 of a United entity, thereby confirming to Plaintiff that the
13 communication was with the authorized claims administrator for the
14 Plan.
- 15 (c) Dr. Samaan was an "out-of-network" provider to the Plan, and
16 accordingly was calling United in advance of performing services to
17 ensure in each instance that he would be paid for his services by a United
18 entity involved in the claim event.
- 19 (d) In each claim call, Plaintiff's representative would advise the United
20 entity representative of the identity of the Plan member or dependent; the
21 CPT code for the surgical procedure to be performed (the CPT code is
22 the medical procedure descriptive identifier; CPT means "Current
23 Procedural Terminology"); and that the purpose of the call was to verify
24 the existence of coverage for the patient and the eligibility of Dr. Samaan
25 for payment of benefits as an out-of-network service provider.
- 26 (e) The United entity representative would respond by advising Dr.
27 Samaan's representative about the percentage of out-of-network billing
28 covered under the Plan (typically between 50% and 100%); the amount

1 of patient deductible; and whether benefits would in fact be payable to
2 Dr. Samaan based on the CPT code provided. The United entity
3 representative would also advise Plaintiff whether specific pre-
4 authorization for the proposed surgical procedure was required.

5 (f) After the United entity representative verified that the specified
6 treatment was covered and that Dr. Samaan as an out-of-network
7 provider was eligible for payment, Plaintiff would perform the procedure
8 for which verification was obtained.

9 17. Dr. Samaan relied and reasonably relied on the United entity telephonic
10 representations: (a) by providing medical services to the individual patient(s) in
11 response to the United entity statements about his eligibility to receive benefits; and
12 (b) by providing medical services to other Plan members and their dependents on an
13 ongoing basis in reliance upon the United entity repeated representations that the
14 patients were covered and that Dr. Samaan was eligible to receive out-of-network
15 benefits on the benefits payment formulations as stated. But for the advance
16 representations of the United entity in setting out the applicable benefits payment
17 formulations, Dr. Samaan would not have provided, or continued to provide, medical
18 services to Plan members and dependents for Plans issued or administered by the
19 United Defendants.

20 18. Dr. Samaan has billed the United Defendants for services rendered to
21 Plan members and their dependents in connection with each of the claim events at
22 issue in this case. By way of his patient assignments, Dr. Samaan stands in the shoes
23 of his patients where benefits claims are concerned.

24 19. In connection with each of the claims where services were provided, Dr.
25 Samaan's billings submitted to the United Defendants set forth the date of the service,
26 the nature of the services rendered, the identity of the insured member and/or
27 dependent, the patient date of birth, and the applicable Plan ID number. Each of Dr.
28 Samaan's claim billings set forth all requisite information in standard form

1 terminology with sufficient detail to enable the United Defendants to consider and
2 pay the claim in the ordinary course of business.

3 20. The charges for healthcare services submitted by Dr. Samaan to the
4 United Defendants were in all instances usual, customary and reasonable, and in
5 accord with Dr. Samaan's charges to non-Medicare patients insured by companies
6 other than United. Dr. Samaan's charges for services submitted to the United
7 Defendants were also in accord with the charges of other medical service providers in
8 the community having similar training or expertise as Dr. Samaan; operating in the
9 same geographic area as Dr. Samaan; and providing healthcare services and facilities
10 comparable to those provided by Dr. Samaan.

11 21. As discussed hereinbelow, the United Defendants have abused their
12 discretion and acted in an arbitrary and capricious manner by failing and refusing to
13 honor and pay Dr. Samaan's claims in accordance with ERISA requirements,
14 practices and provisions, and Dr. Samaan has suffered resulting damages in an
15 amount to be proven at trial. Exhibit B to this complaint is a summary listing of the
16 benefits claims for which Plaintiff seeks recovery in this action.¹ The summary claim
17 listing prepared as of the date of filing of this complaint (with patient names deleted
18 for privacy purposes) is as follows:

19 Exhibit B: Summary listing for United - - 73 claim events, with aggregate
20 amounts billed of \$382,100.00 and aggregate amounts paid of
21 \$54,756.03 and refund request of \$169.88.
22
23
24
25

26 ^{1/} Plaintiff is still performing services for members/dependents of ERISA Plans
27 administered by United Defendants, and the summary listing attached hereto will be
28 supplemented and updated to set forth Plaintiff's full and final claim events listing at
such time as a complete listing is compiled and verified as of the date of trial.

1 **IV. USUAL, CUSTOMARY AND REASONABLE RATE FOR**
2 **HEALTHCARE SERVICES RENDERED (“UCR”)**

3 22. As an “out-of-network” healthcare services provider, Dr. Samaan is
4 entitled to receive payment of insurance benefits under each and all of the Plans in
5 this case which were underwritten and/or administered by the United Defendants.
6 One of the reasons why Dr. Samaan contacted a United entity representative by
7 telephone prior to performing his services was to verify in advance that an out-of-
8 network provider such as Dr. Samaan was indeed eligible to receive benefits for
9 services to be performed under each Plan, and in response to each such
10 communication the United entity represented that out-of-network benefits were
11 payable.

12 23. Plaintiff is informed and believes that the standard practice in the
13 healthcare insurance industry is that ERISA Plan members and/or beneficiaries are
14 typically free to decide whether they would prefer to utilize an out-of-network
15 provider or an in-network provider for their healthcare needs. The standard practice
16 in the healthcare industry is that an out-of-network service provider such as Dr.
17 Samaan would expect to receive something less than his full billing rate if the actual
18 rates charged by the service provider are higher than the “usual, customary and
19 reasonable” (“UCR”) rate charged by other comparable professionals for the same or
20 similar services in the provider’s local community. In the event that Dr. Samaan’s
21 billing rate exceeded the UCR rate, a Plan administrator would have a proper basis to
22 apply the lower of actual billed charge amounts or UCR charge amounts for the same
23 or similar services. However, with respect to the benefits claims at issue in this
24 litigation, Dr. Samaan’s actual charges billed are one and the same as, or lower than,
25 the usual, customary and reasonable rates charged by comparable physicians in the
26 geographic area serviced by Dr. Samaan. Accordingly, with respect to Dr. Samaan’s
27 claims, there should have been no “repricing” or “UCR rate reduction” where benefit
28 claims were concerned. There is no legitimate basis for repricing to the lower of

1 actual charges or UCR where actual charges and UCR are one and the same, or where
2 actual charges are lower than UCR, and to the extent that the United Defendants
3 undertook to “reprice” Dr. Samaan’s claims to comport with illegitimately low or
4 fictional UCR rates, the repricing by the United Defendants was arbitrary and
5 capricious, and constituted an abuse of discretion by the United Defendants in their
6 role as Plan administrators for the Plans involved in this case.²

7 24. The “percentage recoverable” for each of Dr. Samaan’s charges for
8 medical services rendered in this case will vary depending upon the specific terms
9 and provisions of the Plan involved. Some Plans allow for a 50% payment to out-of-
10 network providers; others 60%; others 70%; and others a full 100% after the patient
11 deductible and out of pocket cost share requirements (if any) are met. Under standard
12 practice in the health insurance industry, this “percentage recoverable” is supposed to
13 be applied by the United Defendants to Plaintiff’s billings for medical services on
14 either an “actual charge” or a “usual, customary and reasonable” rate basis, but in the
15 present case Dr. Samaan is informed and believes that the United Defendants did not
16 apply the Plan “percentage recoverable” to either Dr. Samaan’s actual charges or to

17 _____
18 ^{2/} Any “repricing” of actual charges submitted by a healthcare services provider such
19 as Plaintiff may only be premised upon validly known and computed “UCR” rates for
20 the same or similar services carried out by comparable professionals in the particular
21 geographic area involved. Repricing may not be premised upon some generalize view
22 held by the Plan administrator about what billing rates in the community “should be”
23 or whether the actual charges billed by a services provider are “too high” in some
24 abstract or subjective sense. Repricing of services provider actual charges to UCR
25 involves a comparison of the actual charges of the provider to the actual charges of
26 other providers in the same geographic area to determine whether a particular
27 provider is overcharging as compared to the charges of peers - - and it is an abuse of
28 discretion for a claims administrator to apply some sort of formula, or computer
analytical program, or other such criteria for the purpose of bringing medical services
provider actual charges into line with amounts that the claims administrator decides it
wants to pay, or is willing to pay, or thinks is the “right amount” that should be paid
for a particular claim event. A claims administrator has no legitimate right or
authority to “reprice” on any such formulaic basis.

1 any valid or legitimately computed UCR rate for Dr. Samaan's geographic area.
2 Instead, Dr. Samaan is informed and believes that, in many of the claims at-issue in
3 this case, the United Defendants undertook to "reprice" plaintiff's actual billing
4 amounts in a manner that had no meaningful connection to UCR rates or comparable
5 service providers in Dr. Samaan's community.

6 **V. DR. SAMAAAN HAS STANDING TO PURSUE CLAIMS UNDER ERISA**
7 **FOR PAYMENT OF BENEFITS AND ATTORNEY'S FEES**

8 25. ERISA governs all aspects of health and medical benefits under ERISA
9 Plans, and authorizes a civil action to recover unpaid benefits and attorney's fees.

10 26. Dr. Samaan has standing to sue under ERISA as an assignee of benefits
11 due to Plan members and their dependents. A member or dependent of a member is
12 expressly empowered by section 1132 (a) of ERISA to sue for denial of benefits, and
13 nothing in ERISA precludes a Plan member or a dependent of a member from validly
14 assigning his or her right to benefits. In the event of such an assignment, the assignee
15 (Dr. Samaan in this case) stands in the shoes of the member or dependent with full
16 standing to sue for benefits.

17 27. The United Defendants in this action are the proper party defendants in
18 an ERISA benefits recovery action. See, *Harris Trust & Sav. Bank v. Salomon, Smith*
19 *Barney, Inc.*, 530 U.S. 238, 247 (2000); *Cyr v. Reliance Standard Life Ins. Co.*, 647 F.
20 3d 1202 (9th Cir. 2011).

21 **VI. DR. SAMAAAN IS DEEMED BY LAW TO HAVE EXHAUSTED**
22 **ADMINISTRATIVE REMEDIES**

23 28. The applicable claims procedure regulations governing ERISA Plans are
24 set forth in 29 C.F.R. §2560.503.1. This section sets forth the minimum requirements
25 for employee benefit plan procedures pertaining to claims. 29 C.F.R. §2560.503-1
26 (a).

27 29. The central obligation set forth in the regulations is that: "Every
28 employee benefit plan shall establish and maintain reasonable procedures governing

1 the filing of benefit claims, notification of benefit determination, and appeal of
2 adverse benefit determination.” 29 C.F.R. §2560.503-1 (b). Of particular significance
3 in this case are the regulations dealing with “Manner and Content of Notification of
4 Benefit Determination” set forth in 29 C.F.R. §2560-503-1 (g) (1). That section
5 requires that the plan administrator shall provide a claimant with a written or
6 electronic notification of any adverse benefit determination. The regulations require
7 the following:

8 “The notification shall set forth, in a manner calculated to be understood by the
9 claimant –

- 10 (i) The specific reason or reasons for the adverse determination;
- 11 (ii) reference to the specific plan provisions on which the
12 determination is based;
- 13 (iii) a description of any additional material or information necessary
14 for the claimant to perfect the claim and an explanation of why
15 such material or information is necessary;
- 16 (iv) A description of the plan’s review procedures and the time limits
17 applicable to such procedures, including a statement of the
18 claimant’s right to bring a civil action under section 502(a) of the
19 Act following an adverse benefit determination on review.”

20 30. In most cases, these notification requirements were not met in the present
21 action, and the regulations are specific about the consequence of a failure by United
22 to comply with notification requirements. 29 C.F.R. § 2560.503-1
23 (1) provides:

24 “1. Failure to Establish and Follow Reasonable Claims Procedure:
25 In the case of the failure of a plan to establish or follow claims procedures
26 consistent with the requirements of this section, a claimant shall be deemed to
27 have exhausted the administrative remedies available under the plan and shall
28 be entitled to pursue any available remedies under section 502(a) of the Act on
the basis that the plan has failed to provide a reasonable claims procedure that
would yield a decision on the merits of the claim.”

31. Dr. Samaan is deemed by law to have exhausted administrative remedies
available to him because the United Defendants failed to establish and follow
reasonable claims procedures as required by ERISA. The United Defendants herein
have routinely failed to process claims submitted by the Plaintiff in a manner
consistent or substantially in compliance with ERISA regulation 29 C.F.R.

1 §2560.503.1. Among other things, the United Defendants:

- 2 ● failed to set out the specific reasons for underpayment of the Samaan
- 3 claims in their responses transmitted to Samaan during the administrative
- 4 review process;
- 5 ● failed to reference the specific Plan provisions upon which their
- 6 underpayment determinations were based;
- 7 ● failed to give a description of any additional material or information
- 8 which was needed to pursue and perfect the claims, and an explanation
- 9 of why such information was necessary;
- 10 ● despite requests by Dr. Samaan, failed to provide Plan documents, or
- 11 internal rules, guidance, protocols or other criteria upon which the
- 12 underpayment determinations were based;
- 13 ● failed to state the underpayment determinations in a manner calculated to
- 14 be understood by Dr. Samaan;
- 15 ● failed to provide a reasonable opportunity for full and fair review of the
- 16 underpayment determinations;
- 17 ● employed policies designed to unduly hamper the review and appeal of
- 18 claims submitted by Dr. Samaan;
- 19 ● acted systematically in a manner which rendered the administrative
- 20 appeal process a futile and meaningless endeavor.

21 **VII. THE UNITED DEFENDANTS HAVE VIOLATED THEIR ERISA**

22 **DUTIES AND RESPONSIBILITIES IN THE FOLLOWING MATERIAL**

23 **RESPECTS**

24 32. Persons who receive their health insurance through a private employer-

25 sponsored benefit plan are typically participants or beneficiaries of plans governed by

26 ERISA. Sometimes the ERISA Plans are fully insured by health insurers like United,

27 and sometimes they are self funded. In either case, the insurer “network” of

28 healthcare services providers may be available to the ERISA Plans, but the insurers

1 also process and pay benefits claims submitted by out-of-network providers.

2 33. When the ERISA Plan is administered by United, United is responsible
3 for interpretation and application of the Plan terms, coverage and benefits decisions,
4 appeals of coverage determinations, and processing of payments to benefits claimants
5 such as Plaintiff. The Plan typically will enter into an “administrative services
6 agreement” with its insurer to perform these administrative responsibilities, and
7 Plaintiff is informed and believes that the administrative services agreement will
8 typically delegate to the insurer the authority and responsibility to administer claims
9 and make final benefits decisions based on claim procedures and standards that the
10 insurer develops and utilizes from its own vast experience in claims handling.
11 Plaintiff is informed and believes that, under its contracts, the insurer collects
12 administrative services fees from the ERISA Plans, and has actual control over
13 benefits determinations and the payment of benefits to healthcare services providers
14 such as Plaintiff.

15 34. The payment procedure for each of Plaintiff’s claims typically begins
16 with Plaintiff submitting to United a standard industry billing form (usually form no.
17 1500). United would then typically respond to the claim by sending a “Provider
18 Explanation of Benefits” form (commonly known as an “EOB”) which would set
19 forth an analysis of the claim and the amount to be paid by the insurer. The EOB
20 form would typically include either codes or narrative remarks which would
21 supposedly explain the difference between the amount billed by Plaintiff and the
22 amount to be paid by United. However, in the present case, the EOBs submitted by
23 United to Plaintiff were woefully deficient in their purported explanations of benefit
24 payment amounts. In practical effect, the EOBs in this case merely served as
25 unintelligible repricing devices which reduced Plaintiff’s payment amounts to a small
26 fraction of the amounts billed, on the basis of no valid or descriptive analysis or
27 explanation at all. Among other things, the EOBs were deficient in that United
28 placed reliance on third-party “repricing” companies for purported analysis of UCR

1 charges as a tool to reduce the payment due to the provider.

2 35. Plaintiff is informed and believes that United utilized repricing
3 companies to perform “repricing” for the benefit of United. These “repricing” entities
4 acted in a coordinated process with United that was specifically designed and
5 implemented to reduce the amounts United would pay in response to medical services
6 provider billing amounts - - irrespective of whether such “repricing” was justified or
7 not. Plaintiff is informed and believes that the repricing entities are in the business of
8 “repricing for profit”, and that the core business purpose and central reason for
9 corporate existence of these entities is to collect percentage contingency fee payments
10 from United that directly connect and correlate to the amount of “savings” that the
11 repricing entity is able to generate through the use of their data analytics strategies.
12 Plaintiff is informed and believes that these repricing companies are financially
13 interested parties in the claim “repricing” process and as such are inherently
14 unreliable as service providers tasked with the responsibility of determining proper
15 amounts due to service provider physicians such as Plaintiff. The “repricing” entities
16 carry out their claim reductions in an arbitrary and capricious manner - - indeed, the
17 60%, 70%, 80%, and even 90% reduction amounts applied by the “repricing” entities
18 to Plaintiff’s billings speak for themselves. These self interested entities are
19 untrustworthy and are seeking to impose claim reductions in a manner that bears no
20 meaningful relationship to the concepts of UCR and proper medical services billing
21 as those concepts are legitimately understood and applied in the medical community
22 and under applicable law. United abused its discretion by placing undue reliance on
23 the “repricing” entities and by utilizing billing reduction strategies premised on
24 Medicare that have no place in a free market, private sector healthcare billing
25 environment.

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FIRST CAUSE OF ACTION

Enforcement Under 29 U.S.C. §1132 (a)(1)(B) For Failure to Pay ERISA Plan Benefits and For Recovery of Reasonable Attorney's Fees and Costs Under 29 U.S.C. § 1132 (g)(1)

36. The allegations of the prior paragraphs (paragraphs 1 - 35) of this Complaint are hereby incorporated by reference in this First Cause of Action as if fully set forth at length.

37. This cause of action is alleged by Plaintiff for relief in connection with claims for medical services rendered in connection with a healthcare benefits plans administered by the United Defendants.

38. Dr. Samaan seeks to recover benefits and enforce rights to benefits under 29 U.S.C. §1132 (a)(1)(B); and under 29 U.S.C. 1132 (g)(1) for recovery of reasonable attorney's fees and costs. Dr. Samaan has standing to pursue these claims as the assignee of member benefits. As the assignee of benefits, Plaintiff is a "beneficiary" entitled to collect benefits, and is the "claimant" for purposes of the ERISA statute and regulations. ERISA authorizes actions under 29 U.S.C. § 1132(a)(1)(B) to be brought directly against the United Defendants as the parties with actual control over the benefit and payment determinations with respect to Dr. Samaan's claims.

39. By reason of the foregoing, Dr. Samaan is entitled to recover ERISA benefits due and owing in an amount to be proven at trial, and Dr. Samaan seeks recovery of such benefits by way of the present action.

40. 29 U.S.C. § 1132 (g)(1) authorizes the Court to allow recovery of reasonable attorney's fees and costs incurred in this action. Dr. Samaan has incurred, and continues to incur, attorney's fees and costs in his pursuit of benefits, and is entitled to recover his reasonable attorney's fees and costs in an amount to be proven at trial.

WHEREFORE, Plaintiff prays for judgment against the United Defendants as

1 follows:

2 **On the First Cause of Action:**

- 3 1. For damages against the United Defendants in an amount to be proven at
4 trial in connection with the healthcare benefits claims in Exhibit B hereto.
- 5 2. For interest at the applicable legal rate.
- 6 3. For reasonable attorney's fees and costs in an amount to be proven at
7 trial.

8 **Dated:** March 2, 2017

Respectfully submitted,

9 **LYTTON & WILLIAMS LLP**

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11
12 By: /s/ Richard D. Williams

13 Richard D. Williams,
14 Attorneys for Plaintiff Adel F. Samaan,
15 M.D.
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